

Questions to Openreach

Q1. What happens if the project takes longer than the 12 month voucher validity period and it is due to something outside the control of Openreach? DCMS T&C para 1.7 and Openreach Pledge terms. Is there a mechanism within Openreach or DCMS to deal with this?

A1. If a project is delayed we contact DCMS and get an extension on the vouchers. There is nothing here for the community to worry about.

Q2. Does the scheme include the two properties that we were told could not be included?

A2. The project includes all addresses listed on the final offer. I am sorry but I do not know the area very well so not sure if it includes the two properties you mentioned.

Q3. When ordering a new fibre based service after the network goes live could you clarify if the speed of the new connection has to be more than can be supported on the existing infrastructure or more than is contracted for. For example, if the maximum speed to a premises is 80Mbps but the resident only contracts for 30Mbps is the minimum speed of the new contract 160Mbps or 60Mbps to satisfy the voucher scheme rules? If it is 160Mbps would 150Mbps be accepted instead?

A3. The new contract has to be double their current contracted speed. So if they are contracting at 30mb their new speed would have to be minimum 60mb even if their line was capable of 80Mb. It is done from what they are currently contracted at.

Q4. Is the proposal in the final offer for a Demand Led project or do we need a legal entity? We are working on the understanding that we do not need a legal entity as you were proposing a Demand Led project but the final letter only refers to a legal entity, payment terms etc.

A4. This will still be demand led. No need for a legal entity. Apologies, our team put the cost on the wrong template but as time is running out on the scheme I didn't want to delay things by asking the team to put it on a different template. As long as we can get 130% value of vouchers we will go demand led.

Q5. If we do not quite reach pledges to the value of 130% of contract value what happens? Is this a binary decision or is there flexibility and if so what would be the minimum value for a Demand Led project to go ahead?

A5. If we can't get to the 130% mark we could flip you to a contracted route so would need a legal entity. If you are just 2 vouchers short I may be able to seek permission to still put you through as demand led though.

Q6. The final letter states *“The quote is subject to fibre capacity at the exchange, so a survey will be undertaken and the final price confirmed to you prior to any formal contractual agreement with Openreach.”* Is this still to be done or should this not be in the letter?

A6. Checks on exchange capacity have already been done.

Q7. Does the broadband service need to be operational within the 12 month voucher validity period? If so Openreach have less than 12 months to go live with the network to allow for ordering and delivery of the service, or are we interpreting this incorrectly?

A7. We are completing 95% of our projects within 10 months so this will give the community time to order their new services. As I said above though, if there are any delays, we get an extension on the vouchers.